INDIANA PUBLIC LIBRARY STANDARDS

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Why we have standards

☐ Encourage libraries to maintain a minimum level of service.

☐ Provide criteria for eligibility to receive state and federal appropriations.

Affected funds include…

- ☐ State technology grants
- ☐ State E-rate consortium for Internet connectivity
- ☐ Subsidies on statewide services (e.g. INfoExpress)
- ☐ PLAC distribution
- ☐ Other state funds
- ☐ LSTA grants

Library Classes

- Class A - Libraries serving 39,999+
- Class B - Libraries serving 10,001-39,999
- Class C - Libraries serving10,000 or less

Three service designations

- Basic
- Enhanced
- Exceptional

What do the standards cover?

- Director certification
- Continuing education
- Collection expenditures
- Hours of service
- Programs
- Computers
- Library services
- And more…

Disclaimer

- See full text of standards for specific rules and details.

General requirements

- Compliance with Indiana laws, including:
  - Public Library Law under IC 36-12.
  - Indiana Library and Historical Department Law under IC 4-23-7.
  - Other Indiana laws that affect municipal corporations.
- Federal laws affecting employment practice
- Facilities must be in compliance with local, state, and federal building, health, and safety codes
- ADA Compliance

Boards and Directors

- The library board and director shall maintain their separate functions as follows:
  - The board is responsible for governance and policy.
  - The director is responsible for administration, operation, and management of the library.

10 Policies and Plans Required by Law

Library Board By-laws

- □ Purpose of board and operational procedures
- □ Statements on:
  - ◻ Conflicts of interest
  - ◻ Nepotism
- □ Review every 3 years
- □ File with ISL within 60 days

Long-Range Plan

☐ Covers 3-5 years.

☐ The plan, updates, and revisions must be filed with the Indiana State Library.

☐ At a minimum, the plan shall include the following:

- Community needs and goals.

- Measurable objectives and service responses

- An assessment of facilities, services, technology, and operations.

- An ongoing annual evaluation process.

- Financial resources and sustainability.

- Collaboration with other:
  - public libraries; and
  - community partners.

Technology Plan

- Covers 3 years.

- The plan, updates, and revisions must be filed with the Indiana State Library.

- At a minimum, the plan shall include the following:

  - Goals and realistic strategy for using telecommunications and information technology.

  - A professional development strategy.

  - An assessment of telecommunication services, hardware, software, and other services needed.

  - An equipment replacement schedule.

  - Financial resources and sustainability.

  - An ongoing annual evaluation process.

  - An automation plan that conforms to national cataloging standards

Other required policies

- Collection Development
- Principles of access to all library materials and services
  - E.g. ALA Bill of Rights
- Public Service policies
  - Circulation, including a fines and fees policy
  - Internet use
    - Must include CIPA if receiving E-Rate or LSTA funds

Personnel Policies

- Employment practices, including:
  - Recruitment
  - Selection
  - Appointment
- Personnel actions
- Salary administration
- Employee benefits
- Conditions of work
- Leaves

Other suggested policies

- Disaster Recovery Plan for Computer Systems

- Investment Policy

- Purchasing Policy

- Records Excepted from Disclosure Policy

- Moving and Interview Expense Policy (If the library pays such expenses)

- Travel Policy (again, if the library pays)

  - Refer to the Budget Manual for more info

Standards, continued

Directors

☐ Must work full time (+/- 35 hrs)

☐ Must meet certification level requirements

◻ Based on class

Communications

- The library shall provide the following means of communication with the public:
  - Phone number
  - An answering machine, voice mail, or other similar technology to provide operating hours of the library

- E-mail address or contact through website
- A means to provide copies to the public at each location
- Technology available to transmit documents electronically or through phone lines (e.g. fax)

Library Websites

- A website must include the following:
  - Hours of operation,
  - Physical address or addresses,
  - A map for each fixed service location,
  - Phone number, and
  - E-mail address.
- Also:
  - Electronic resources provided free of charge to the citizens of Indiana by the state of Indiana, such as INSPIRE.
  - Public service policies including, but not limited to, circulation policies, fees, and Internet use.
  - Online public access catalog.
  - A calendar of events and programs (updated monthly)

Collection expenditures

- Items purchased with operating funds and made available to patrons by the library for loan and reference, including:
  - Books
  - Audiovisual materials
  - Electronic media devices; and
  - Databases
- 7.5% minimum
- Collection development plan
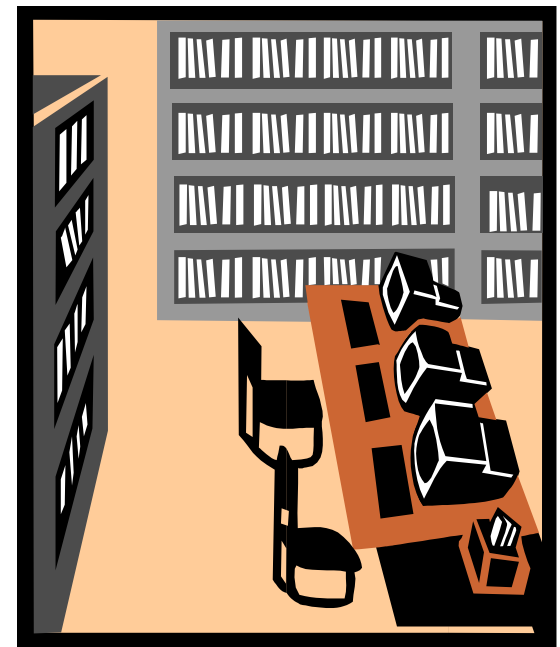
Continuing education

- "Continuing education" means an approach to education that encourages dynamic and continuous learning.

- The library shall provide support for continuing education for staff and trustees.

- More information in Chapter 5 - Certification

Hours Open

- "Evening hours" means the hours the library is open after 6:00 p.m.

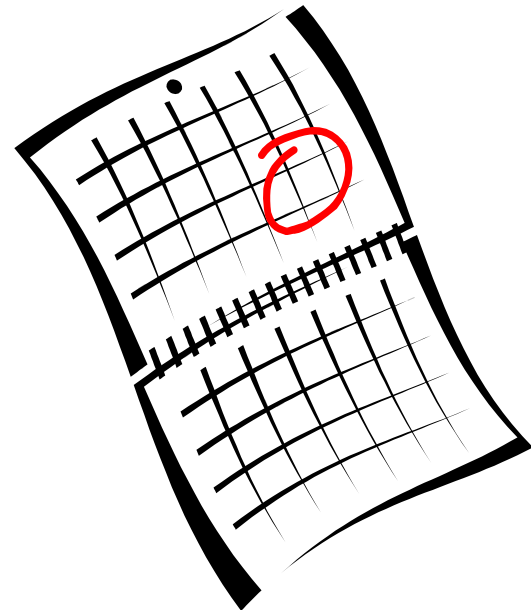- "Weekend day" means the library is open at least four (4) hours per day on Saturday or Sunday.

Library Hours Table

	Basic	Enhanced	Exceptional
Class A Libraries	55 hours per week, 6 evening hours, 1 weekend day	60 hours per week, 8 evening hours, and 1 weekend day; or 60 hours per week, 6 evening hours, and 2 weekend days	65 hours per week, 8 evening hours, 2 weekend days; or 65 hours per week, 10 evening hours, and 1 weekend day
Class B Libraries	40 hours per week, including 4 evening hours and 1 weekend day	50 hours per week, 4 evening hours, and 1 weekend day	55 hours per week, 6 evening hours, 2 weekend days; or 55 hours per week, 8 evening hours, and 1 weekend day
Class C Libraries	20 hours per week including 2 evening hours and 1 weekend day	30 hours per week, including 2 evening hours and 1 weekend day	40 hours per week, including 4 evening hours and 2 weekend days; or 40 hours per week, 6 evening hours, and 1 weekend day

Programs

☐ A workshop, program, seminar, or outreach program sponsored by the library, in which the library's staff plays a significant role, including, but not limited to:

- Technology
- Informational literacy
- Early literacy
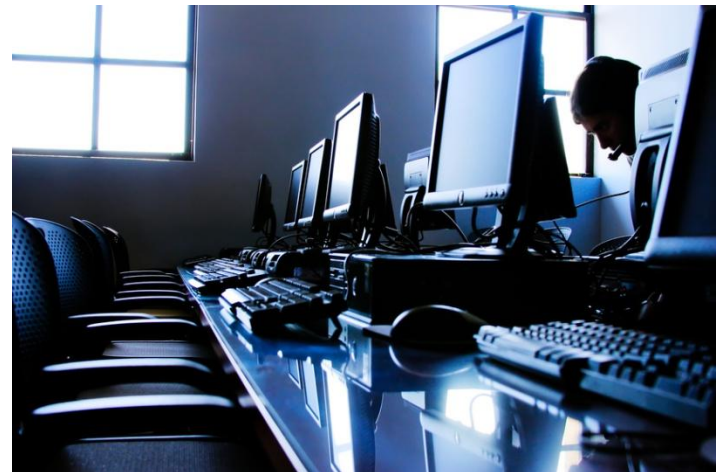- Children's
- Cultural programming

Library Programming

Basic	Enhanced	Exceptional
Five (5) library programs for every one thousand (1,000) people served per year, with a minimum of twelve (12) library programs per year regardless of population served.	At least ten (10) library programs for every one thousand (1,000) people served per year, with a minimum of twelve (12) library programs per year regardless of population served.	At least fifteen (15) library programs for every one thousand (1,000) people served per year, with a minimum of twelve (12) library programs per year regardless of population served.

Public access computers

- Minimum Internet connection speed of 1.5 Mbps per fixed service location.

- For use of **all** persons, regardless of residency, per law and local policies

- Each fixed service location with a wireless access point counts as ten (10) public access computers.

Computers

	Basic	Enhanced	Exceptional
Class A and B Public Library	1 public access computer connected to the Internet per 2,000 served. Wireless Internet access for patrons in at least 1 location	1 public access computer connected to the Internet per 1,000 served or a minimum of 2, whichever is greater. Wireless Internet access in at least 1 location and a scanner for patrons	1 public access computer connected to the Internet per 500 served or a minimum of 2, whichever is greater. Wireless Internet access in all public locations and a scanner for patrons.
Class C Public Library	1 public access computer connected to the Internet per 2,000 served or a minimum of 2, whichever is greater.		

Library Services

- The library shall provide the following minimum services:

  - Acquisition, organization, and loan of print, audiovisual, digital, and other collections.

  - Availability of general collections to the public during regular library hours of operation.

Library Lending/ILL

- Interlibrary loan is free of charge within Indiana (other than reimbursement for actual direct photocopy and postage costs), and each public library shall lend materials through at least 1 of the following:
  - OCLC Resource Sharing.
  - Evergreen Indiana.
  - Statewide reciprocal borrowing program.
  - Local reciprocal borrowing with at least 1 other public library district within the library district's county or an adjacent county.

Delivery Services (INfo Express)

Participate in the statewide delivery service provided by the Indiana State Library with the following frequency:

	Basic	Enhanced	Exceptional
Class A Libraries	3 days/week	4 days/week	5 days/week
Class B Libraries	2 days/week	3 days/week	4 days/week
Class C Libraries	1 day/week	2 days/week	3 days/week

Adult Services

- Include the following:
  - Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.
  - Knowledge of and access to reference materials, including INSPIRE.
  - A collection of materials for adults.
  - Space designated in the library for adult services.

- Enhanced- (1) or more staff to serve at least part time as an adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

- Exceptional- (1) full-time equivalent staff member designated as an adult services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

Young Adult Services

- Include the following:
  - Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.
  - Knowledge of and access to reference materials, including INSPIRE.
  - A collection of materials for YAs.
  - Space designated in the library for YA services.

- Enhanced- (1) or more staff to serve at least part time as a YA services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

- Exceptional- (1) full-time equivalent staff member designated as a YA services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

Children's Services

- Include the following:
  - Programs and reference services offered by a qualified individual holding the appropriate librarian certificate.
  - A collection of materials for children, parents, and caregivers in each fixed location.
  - Space in each fixed location designated in the library for children's services.
  - **An annual summer reading program for a minimum of six (6) weeks at each fixed location.**

- Enhanced- (1) or more staff to serve at least part time as a children's services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.

- Exceptional- (1) full-time equivalent staff member designated as a children's services librarian by a qualified individual holding the appropriate librarian certificate at each fixed location.
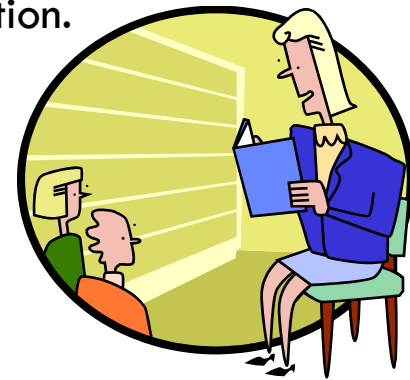
Special Services

- "Special services" means library service for people who are:
  - Blind
  - Deaf; or
  - Physically disabled

- Provide access directly, or through ISL, to large print books, Braille books, audio books, and/or enhanced media to patrons who are unable to read regular print, because of a visual or a physical disability.

Integrated Library System

- An integrated library system with an online public access catalog available on the library's website.

- Used to track:
  - Items owned
  - Circulation; and
  - Patron records

Purging Patron Files

☐ The library shall purge or mark inactive unused library patron cards at least once every 3 years, deleting those patrons who have not used the card in the last 3 years and do not owe materials, fines, or fees to the library.

Completion of Annual Report

- Annual report for the preceding calendar year must be submitted by February 1.
- If any standards have not been met, there is a chance to explain.
- If out of standards, may request a waiver.
- If unable to meet standards, must notify ISL.
- If any statements are falsified, may have to repay any funds received.

Waivers

- The Indiana Library and Historical Board may provide a temporary waiver, not to exceed 1 year at a time under the following conditions:
    - The library out of compliance with 1 or more standards.
    - The library submits an appeal to the Indiana State Library seeking a waiver and stipulating the reason or reasons for a temporary or 1 year waiver to be granted.
    - The request for a waiver illustrates unusual; unforeseen; or extreme circumstances beyond the library's control.

What's coming?

- Taskforce review

- Recommendations made to ILHB

- Revisions to IAC

- Anticipated changes:
  - Evening hours start at 5PM
  - Tech plan can be part of LRP
  - Collection development expenditures raised from 7.5% to 8%
  - Removes "enhanced" and "exceptional" designations